



Trove User moderation

Trove is a space where any member of the public can contribute and enrich the service through the creation of comments, tags or lists, or by correcting text. These postings are generally unmoderated by Trove staff, as they are provided in good faith by patrons keen to share their own insights gained from extensive research.

From time to time a user will abuse this privilege, using Trove's annotation features to make other users unwelcome in Trove. In the past this has taken the form of harassment of specific users, defamation of public figures or agitation around politically sensitive issues.

Reporting by other patrons brings these incidents to the Trove Partnerships's attention. On investigation, some postings will directly contravene the Trove Terms of Use. As Trove's content, user base and brand recognition grows, so too do incidents of malicious postings. Trove has an immediate deactivation or staged warnings approach to dealing with these postings.

Information about the staged warnings can be found in the User postings moderation policy.

Investigation procedure

All reports user activity are investigated.

Report for Trove User moderation

Date first reported: 15 November 2021

Trove Username: james.gandolfini

Reported activity: Repeated, excessive correction of one article to gain high line correction count and high ranking in monthly hall of fame

Details of reports

Date	Method reported (incl RefTracker no.)	Report
15/22/21	Automated reporting	<p>You're looking for articles with many repeating edits by the same person. It should alternate between one text correction and another</p> <p>If there's nothing below this line, examples of this behaviour could not be found</p> <p>183, user:public:james.gandolfini, https://trove.nla.gov.au/newspaper/article/14793266/?afterLoad=showCorrections</p>

Details of investigation undertaken

Date	Report
15/11/21	<p>Reviewed the article identified in the automated report and confirm multiple corrections on the same article and lines within the article, correcting the line and then returning it to the original, then repeating this process many times.</p> <p>The Trove username was setup on 12 November 2021 and proceeded to login 15 times to make approximately 183 lots of corrections, making over 28,000 lines of corrections.</p> <p>I recommend:</p> <ul style="list-style-type: none">• Issue a warning - The account was setup with a what appears to be a legitimate email address and the username doesn't appear to harass another Trove user. This is the only activity on this account and would appear to have been created to undertake this activity.• Rollback all corrections - The corrections ended on the original uncorrected text and add no value to Trove.

Recommended action

No Action:



Warning:

Strike policy enacted

Rollback Text corrections:

Remove tags:

Remove comments/notes:

Date	Type of action	Details for communication
		<p>Dear Trove user james.gandolfini,</p> <p>Trove Management has received a report that actions carried out on the Trove website attributed to the username james.gandolfini have contravened the Trove Terms of use. On investigation, Trove staff have observed that many of your edits involve the deletion and subsequent replacement of bulk text from transcripts multiple times. This has resulted in you being credited for text corrections that are not improving the relevance of searching on Trove. Improving the accuracy of search results is the primary reason why the National Library invites the community to participate in text correcting. This bulk editing behaviour appears to be solely for the purpose of boosting your status as a text corrector.</p> <p>The Terms of Use for the Trove service require that</p> <p>4.7 You acknowledge that, in using Trove, the Library: (c) reserves the right to examine from time to time, some, or all, of the content uploaded or made available on Trove for compliance with these Terms of Use and to alter or change any content, including User Content uploaded by you, that may be objectionable or breach these Terms of Use. You consent to infringement of any moral rights arising from the alteration or change of the User Content by the Library. The Terms of use are available in full here: https://trove.nla.gov.au/about/policies/terms-use</p> <p>This incident is covered by Trove's Terms of Use, which give us the right to withdraw or suspend the use of Trove by any person who uses Trove in breach of these terms and conditions. This is your first and final notification. If this activity continues the user account james.gandolfini will be revoked. All content you have contributed that contravenes the Trove Terms of Use has been removed from Trove.</p> <p>To contact Trove Management about this matter you can reopen this enquiry.</p>

		Trove Management
--	--	------------------

Recommended action approved by [staff name redacted]

Approved action completed: 15/11/21